

## **Transcript: Justin**

**Mills-6077227820072960-4833392674684928**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Good morning, Justin. Uh, I'm a Synergy Legal employee, and I was wondering if I'm eligible for, uh, health insurance coverage in 2025. Yeah, let me check on that for you. Um, so Synergy, what's the last four of your Social? 6076. Let's see. Let's see. And your first and last name? It's Matthew, and the last name is Patrician. That's P as in Peter, A-T-R-I-C-I-A-N. And for security purposes, can you verify the home address, including city, state and zip code, Matthew? 2020 North Lincoln Park West, Chicago, Illinois 60614. Okay. And your date of birth? 11/01/1975. And a good telephone number I have is 202-203-9992? That's me. And the email I have is matthew.patrician@gmail? Yeah, that's a good one. Okay, so let's see here. So, it looks like us at Benefits on a Card are no longer the benefit administrators for Synergy. Um, looks like their last day of coverage with us was August 4th of this year. Um, so I would reach- No. ... back out to Synergy just to confirm who their new health administrators are. Who the new people are? Okay. Yes, sir. All right then. Thanks anyway for your help, Justin. You're welcome. You have a great weekend, okay? Okay. You do the same.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Good morning, Justin. Uh, I'm a Synergy Legal employee, and I was wondering if I'm eligible for, uh, health insurance coverage in 2025.

Speaker speaker\_1: Yeah, let me check on that for you. Um, so Synergy, what's the last four of your Social?

Speaker speaker\_2: 6076.

Speaker speaker\_1: Let's see. Let's see. And your first and last name?

Speaker speaker\_2: It's Matthew, and the last name is Patrician. That's P as in Peter, A-T-R-I-C-I-A-N.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Matthew?

Speaker speaker\_2: 2020 North Lincoln Park West, Chicago, Illinois 60614.

Speaker speaker\_1: Okay. And your date of birth?

Speaker speaker\_2: 11/01/1975.

Speaker speaker\_1: And a good telephone number I have is 202-203-9992?

Speaker speaker\_2: That's me.

Speaker speaker\_1: And the email I have is matthew.patrician@gmail?

Speaker speaker\_2: Yeah, that's a good one.

Speaker speaker\_1: Okay, so let's see here. So, it looks like us at Benefits on a Card are no longer the benefit administrators for Synergy. Um, looks like their last day of coverage with us was August 4th of this year. Um, so I would reach-

Speaker speaker\_2: No.

Speaker speaker\_1: ... back out to Synergy just to confirm who their new health administrators are.

Speaker speaker\_2: Who the new people are? Okay.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right then. Thanks anyway for your help, Justin.

Speaker speaker\_1: You're welcome. You have a great weekend, okay?

Speaker speaker\_2: Okay. You do the same.